

Effective engagement of citizens and stakeholders in LHP

Good practice template

Country: Poland

Title: Citizen Café „Warm To See You”

Introduction

A citizen café created by the municipality of Włocławek in 2022 contributed to building community and spreading knowledge about energy efficiency, renewables and energy management. The café has become a venue for educational events, workshops and meetings – combining community building with the realisation of the city's energy goals.

Stakeholders engaged

Citizens, local non-governmental organisations, local authorities.

Key participants included the City of Włocławek, the Ładowarka Foundation – operator of the citizen café, experts (such as lawyers, psychologists, and energy advisors), local residents, NGOs and community leaders from the area.

Context

In 2022, in the face of soaring energy prices caused by the war in Ukraine and rising inflation, the *Warm to See You* programme was initiated to educate citizens on energy saving and efficient heat management, provide psychological and legal support, and foster community integration through cultural events and workshops.

Methods and tools

The strategy for engaging citizens and local organisations combined free and inclusive cultural events with educational workshops on urban energy issues. It also included an energy advice desk for residents and targeted training sessions to address current community needs. Launched in 2022 during the energy crisis, the *Warm to See You* project benefited from its attractive venue and diverse programme. As a result, it successfully engaged a broad audience — from children to seniors — as well as representatives of nearby local governments and NGOs.

Practice description

Warm to See You (PL: Ciepło Cię widzieć) was a social initiative launched in Włocławek in response to the 2022 energy crisis and the resulting sharp rise in heating costs. The project was aimed to support residents, local organisations and officials through educational, social, and cultural activities focused on improving energy efficiency and strengthening community resilience.

Around 50 events were held as part of the project, including:

- educational workshops on energy efficiency and renewable energy
- expert sessions on energy-efficient appliances, sustainable practices and funding conditions for changing heat-sources in homes
- consultations with specialists
- sewing, cooking, and children's workshops
- psychological and legal support sessions

The events and activities took place at *Śródmieście Cafe*, which served as a "warm island" — a place where residents could stay warm, drink hot tea, and receive help.

The *Warm to See You* programme kicked off with a workshop for mayors and other local authorities' representatives from Włocławek and the surrounding area, strengthening their competences in terms of cost optimisation, energy transition and proper communication in this area.

Benefits:

- Strengthening social resilience during energy crises
- Raising awareness and knowledge about energy efficiency
- Fostering community engagement and cooperation

Challenges:

- Limited or unstable funding for social-energy initiatives
- Insufficient integration of energy policy with social policy at the local level
- Low awareness or engagement in less-organised communities

References and additional sources:

- Recommendations for cities and municipalities: Warm to See You (publication in Polish): [LINK](#)



Figure 1



Figure 2



Figure 3



Figure 4

Figure 1: source: <https://www.wloclawek.eu/aktualnosc-2590-zakonczyliśmy projekt ciepło cie.html>

Figures 2, 3, 4: source: Recommendations for cities and municipalities: Warmly See You (publication in Polish): [LINK](#)

- Municipal environmental campaigns as a key to activating local communities – example of the city of Włocławek – Sebastian Górka (Plenipotentiary of the Mayor of Włocławek for Energy and Climate Issues) – Presentation in Polish: [LINK](#)